
Overview

This standard is about using basic plaiting and twisting techniques following the instructions of the stylist. A good degree of manual dexterity will be necessary.

To carry out this standard, you will need to maintain health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate good communication skills.

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when plaiting and twisting
- 2 plait and twist hair

**Performance
criteria**

Maintain effective and safe methods of working when plaiting and twisting

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 position your client to meet the needs of the service without causing them discomfort
 - P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P6 keep your work area clean and tidy throughout the service
 - P7 use working methods that:
 - P7.1 minimise the risk of damage to tools
 - P7.2 minimise the wastage of **products**
 - P7.3 minimise the risk of cross-infection
 - P7.4 make effective use of your working time
 - P7.5 ensure the use of clean resources
 - P7.6 minimise the risk of harm or injury to yourself and others
 - P8 ensure your personal standards of hygiene, protection and appearance meets accepted industry and organisational requirements
 - P9 follow stylists' instructions throughout the service
 - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
 - P11 dispose of waste materials
 - P12 complete the plaiting and twisting service within a commercially viable time

Plait and twist hair

- You must be able to:
- P13 prepare your client's hair following instructions from the stylist
 - P14 control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
 - P15 part the sections cleanly and evenly to achieve the direction of the **plaits and twists**
 - P16 secure any hair not being plaited or twisted to keep each section clearly

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- visible
- P17 maintain a suitable and even tension throughout the plaiting and twisting process
 - P18 control and secure your client's hair, when necessary
 - P19 apply suitable **products**, when used, to meet manufacturers' and stylist's instructions
 - P20 consult with your client during the plaiting and twisting process to ensure the tension is comfortable
 - P21 adjust the tension of **plaits**, when necessary, avoiding damage to the hair and minimising discomfort to your client
 - P22 ensure the direction and balance of the finished **plait(s) and twists** meets your stylist's instructions
 - P23 confirm your client's satisfaction with the finished look

Knowledge and understanding

Maintain effective and safe methods of working when plaiting and twisting hair

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing that should be available for clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 why it is important to keep your work area clean and tidy
- K6 why it is important to avoid cross-infection and infestation
- K7 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K8 why it is important to position your tools for ease of use
- K9 methods of cleaning, disinfecting and/or sterilisation used in salons
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K13 the correct methods of waste disposal
- K14 your salon's expected service times for plaiting and twisting hair

Plait and twist hair

You need to know and understand:

- K15 the importance of following your stylist's instructions
- K16 the importance of checking you have understood the instructions given by the stylist
- K17 the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort
- K18 the importance of sectioning hair accurately when plaiting and twisting
- K19 the potential consequences of excessive tension on the hair
- K20 how to identify the signs of traction alopecia

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- K21 how hair texture affects the plaiting process and styling possibilities
 - K22 how to create cornrows, a French plait and two strand twists
 - K23 how to handle the hair when plaiting and twisting to maintain a correct and even tension
 - K24 how to adjust the tension of plaits
 - K25 methods of securing the completed plait and twists
 - K26 the types of products available for use with plaits and twists and when you would use them
 - K27 the importance of using products economically
 - K28 the importance of checking client comfort throughout the process

Additional information

- Scope/range related to performance criteria**
1. **Products**
 - 1.1 sprays
 - 1.2 oils
 - 1.3 moisturisers
 - 1.4 gels

 2. **Plaits and twists**
 - 2.1 multiple cornrows
 - 2.2 French plait
 - 2.3 two strand twists

**Scope/range related
to knowledge and
understanding**

1 Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 1.1 Health and Safety at Work Act
- 1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3 The Health and Safety (First Aid) Regulations
- 1.4 The Regulatory Reform (Fire Safety) Order
- 1.5 The Manual Handling Operations Regulations
- 1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7 The Electricity at Work Regulations
- 1.8 The Environmental Protection Act
- 1.9 The Management of Health and Safety at Work Regulations
- 1.10 The Health and Safety (Information for Employees) Regulations

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary

1 **Traction alopecia**

The loss of hair because of excessive or continuous tension on the hair such as regular wearing of extensions or plaiting

2 **Cornrow**

A three strand plait which sits on top of its base. This is also known as a canerow.

3 **French plait**

This is known as a Congo plait or Guinea plait. It is a single, inverted plait.

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Plait and twist hair using basic techniques



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